



CHUCK e. FOCUS

Week 12 – March 23, 2018

CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!**

	Restaurant	2017	2018	YOY
1.	Allen, TX #597	\$30,330	\$49,845	64.3%
2.	Roseville, CA #633	\$25,055	\$40,868	63.1%
3.	Las Vegas SE, NV #311	\$18,682	\$28,337	51.7%
4.	Stockton, CA #631	\$28,679	\$42,459	48.1%
5.	Grand Junction, CO #708	\$13,276	\$19,644	48.0%
6.	Salt Lake City, UT #120	\$33,036	\$48,078	45.5%
7.	Escondido, CA #788	\$31,002	\$45,009	45.2%
8.	San Bernardino, CA #415	\$17,945	\$25,725	43.4%
9.	Victorville, CA #356	\$37,531	\$52,499	39.9%
10.	West Mississauga, ON #836	\$98,619	\$137,341	39.3%



SPOTLIGHT

cast member



southeast

OF THE week

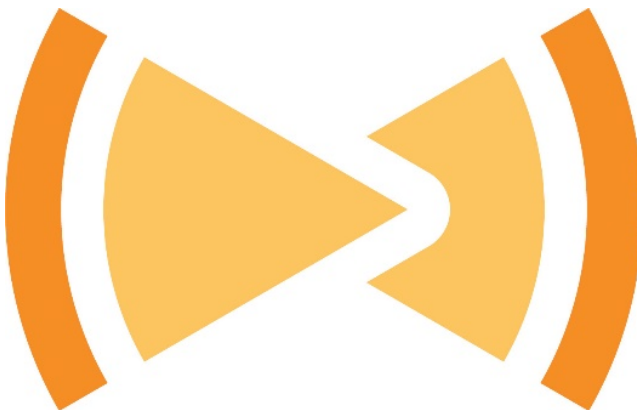
Meet Jason Benetiz, Cast Member in Westheimer #858. Jason has been a super star with Chuck E. Cheese for 11 months now and counting. He always comes in with a positive, energetic, ready to work attitude that rubs off on the rest of the Cast Members which creates a fun environment for all. He always takes the time to teach fellow Cast Members new skills and makes the learning process fun, on top of always finding ways to improve his skillset in the process. Jason is also a magic maker when it comes to our guests. He is always willing to take the time to teach kids how to play games as well as give tips on how to win lots of tickets. Whenever Jason isn't working hard at a Chuck E. Cheese, he dedicates his time to local community soccer programs for kids ages 7-10 coaching and being a role model.

Get **MORE** in 2018
84,069 verified sign ups!

FAQ of the week

Topic: Confusion around redeeming the Birthday Reward; 20-minutes AYCP

- \$10 purchase required (without alcohol) to redeem.
- Cannot be on the same check as the free welcome pizza. Terms & Conditions say one reward per visit, but you can ring these up on separate checks if the guest insists.





sales contest



HOW FULL IS YOUR DIPPIN' DOTS CUP?



1. Houston Meadows, TX #571
2. Laredo, TX #569
3. Bell, CA #446
4. New Hartford, NY #646
5. Louisville, KY #111
6. Windsor, ON #831
7. Brownsville, TX #853
8. Kendall, FL #438
9. Jacksonville, FL #066
10. Hialeah, FL #424

Feb 26 - April 1

Restaurant Sales Contest

Dippin' dots



CASH PRIZE VALUES

TOP 1-50 RESTAURANTS: WIN \$150 restaurant certificate for a party

TOP 51-65 RESTAURANTS WIN a \$100 certificate for a party

TOP 1-10 GM'S: WIN \$300 certificate

TOP 1-5 management teams: Sales contest champion shirt



TOP 10 RESTAURANTS

Win a Sales Booster Pin
for everyone on the team



TOP RESTAURANT

Wins the Sales Booster
Traveling Trophy

*Prizes are subject to payroll tax deductions. All sales contests will be monitored, audited, and subject to disqualification. Winners are to be calculated by dippin dots sales/total sales.





a&b moments...



anniversaries

10 YEARS

Adrian Price ~ 320
Margarita Herrera ~ 654
Maria Delgado ~ 714

5 YEARS

Veronica Moreno ~ 462

Southeast Region
Asheville, NC #638
RVP Bill Eich
AD Jim Hamblen
GM Joshua Ward

Western Region
Olympia, WA #300
RVP Jim Brawley
DM Tony Reynolds
GM Brent Marga
Cast Member Maria

Northeast Region
Lowell, MA #457
RVP Chris Kelly
DM Richard Balboni
GM Brad Castonguay
Cast Member Anna

I recently took a group of 809 middle and high school students and 20 adult leaders to Ridgecrest conference Center and we visited your Asheville, NC restaurant. I called about a week before and talked with the Manager, Joshua. He worked with me to reserve tables and to get pizzas and token cards arranged. On the day of the event, he had several parties in the dining area but still managed to reserve tables for us. I arrived about an hour prior to the group and Joshua worked with me to get pizzas and drinks ordered and to pre-load the token cards. When the buses arrived, I was able to give out the token cards and the kids were able to sit down in the seats he had reserved and the pizzas came right out! We even ordered about 11 more pizzas before the night was over and they came out in a timely manner. Joshua even had a young lady working with our group. Sorry that I did not get her name as she did a great job as well. The most impressive thing was that I offered Joshua a cash tip before we left and he said "no, I enjoyed helping your group. " I hope you let him know that he got an excellent recommendation from me and that we appreciated all that he did to make our visit pleasant. If this group returns to the Asheville area, we will certainly work with him again on an event. Thank you!

I am the Grandfather that of a little girl who requested to have her birthday party at Chuck E. Cheese, and I was at first less than thrilled. But I went, and was pleasantly surprised with our experience. We were met by Maria at the front door. From the moment she said 'hello' to my wife and I, everything was perfect. She was the perfect hostess. She helped control the children by getting them seated for the pizza (it was delicious, by the way) and helped get rid of the wrapping paper and served the cake. Everything was as if she was conducting an orchestra, everything was in harmony and in tune. She was the consummate professional and truly an excellent example of the quality delivered by Chuck E. Cheese. The experience changed my mind and attitude about Chuck E., I cannot wait to go back. Ms. Maria, you were wonderful and conducted yourself in a manner that any Grandparent would have been proud. If more people would be like Ms. Maria, the world would be a magnificent place to live.

I just wanted to take a minute to let you know how wonderful your employees were to my son Jack today, particularly Anna. Jack has special needs, and his birthday was today. I mentioned it was his birthday when ordering the big brownie, and Anna and another employee brought it out with a candle, sang happy birthday, and gave him a cape. It honestly made his day, and was such a sweet and unexpected gesture. I really appreciated what they did for him, and thought you should know that you have some great employees on staff.



CHUCK E.
LEARNING

RESTAURANT POSTINGS

Check out the all new
Restaurant Postings Guide!

*An easy and organized way to know what all of your current
postings should be!*



The questions and excitement has been rolling in this week with the Restaurant Postings Guide! See below for some additional information and FAQ's from the past week:

Q: Where do I find all of the HR posters?

A: There are several HR Posters owned by different departments:

- FMLA/LOA/Cigna Poster – email benefits@cecentertainment.com
- Work Comp Notice (state specific) email Charlotte Mahurt at cmahurt@cecentertainment.com
- State specific posters and federal all-in one: contact Maria Villarreal at 1-800-820-3875

Q: Where do I find all of the Kitchen Training Items?

A: All Kitchen Training Items and posters can be ordered off of the Training Materials Order form located on the SharePoint Website

Q: Can we order any cork board, or does it have to be the specific one listed at Staples?

A: As long as it is a cork board AND it is the same size of 4'x3', this will be sufficient. The size of the board is important to make sure it fits all items on the board.

If you have any further questions regarding the Restaurant Postings Guide, please feel free to reach out to your Regional L&D Manager at learning@cecentertainment.com



RISK
MANAGEMENT

RISK management

TIP OF THE WEEK:

When using a ladder:

- Always maintain three points of contact.
- Do not stand on the top two rungs.



TABLETS

1.	St. Petersburg, FL #460	3.7%
2.	Irving, TX #081	3.5%
3.	Annapolis, MD #050	2.9%
4.	Ventura, CA #453	2.7%
5.	Burbank, CA #109	2.6%

These restaurants had the highest upsell % on tablet sales less than 15% of total sales, that is TRUE UPSELLING.

Great job!

Tablets are to be out on the floor from open until close!



MERCH

MERCHANDISE news

Denis Foland will be closed on Friday, March 30th in observance of Good Friday.

If you have any further questions or concerns, please email merchandise@cecentertainment.com



CHUCK E.
LEARNING

Location Admin Guide

It is here!

The newly updated Location Admin Guide is ready for distribution!

All Managers will soon be receiving a copy of this through your Workday Feed.

There are several important updates to procedures that need to be read through, so please look this over and acknowledge you have received your copy.

If you have any questions or concerns, please reach out to your Regional L&D Manager at learning@cecentertainment.com



IT/POS News!

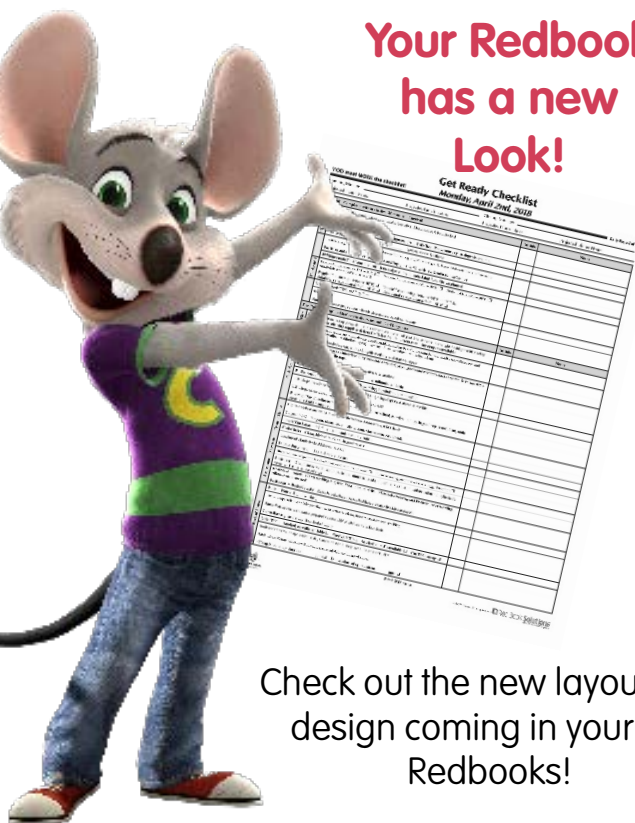
IT is listening to your challenges and concerns, and we are focused on making changes to resolve them. Check out the positive changes coming your way!

- **Project inflight:** Improving internet and Wi-Fi services at your restaurant!
 - Be on the lookout for IT Communication going out to your restaurant to let you know what will be coming and when.

coming

Your Redbook
has a new
Look!

soon



Check out the new layout and design coming in your Q2 Redbooks!



CHUCK E.
LEARNING

BROWNIE LTO INVENTORY

As our 2nd Quarter LTO gets ready to launch, it is time to start wrapping things up with our 1st Quarter LTO, the Chocolate Brownie!

Some restaurants may soon be receiving a drop shipment of any remaining brownie inventory. If you are one of these locations, Purchasing will be notifying you ASAP..

If your restaurant has leftover brownies in 2nd quarter, please continue to sell them until your inventory has been depleted!

For further details and a complete list of restaurants receiving a drop shipment, please see the communication sent out by L&D.

CHUCK E. CHEESE'S

HOT JOBS

General Manager



671 ~ Little Rock, AR

321 ~ Newark, CA

355 ~ Valencia, CA

378 ~ Laguna Hills, CA

379 ~ Concord, CA

404 ~ San Jose Kooser, CA

405 ~ La Mesa, CA

429 ~ Granada Hills, CA

444 ~ San Bruno, CA

445 ~ Fontana, CA

115 ~ Littleton, CO

702 ~ Greeley, CO

865 ~ Ft. Collins, CO

954 ~ Wilmington, DE

611 ~ Norcross, GA

349 ~ Batavia, IL

323 ~ Flint, MI

564 ~ Horn Lake, MS

526 ~ Syracuse, NY

737 ~ Columbus, OH

660 ~ Portland, OR

537 ~ Monroeville, PA

860 ~ Sioux Falls, SD

970 ~ Memphis, TN

035 ~ Lewisville, TX

580 ~ Valley View, TX

Tech Manager

108 ~ Redwood City, CA

321 ~ Newark, CA

363 ~ Hayward, CA

390 ~ Monrovia, CA

409 ~ Diamond Bar, CA

413 ~ Covina, CA

418 ~ Sun Valley, CA

465 ~ Torrance, CA

768 ~ Pinole, CA

784 ~ Vista, CA

467 ~ E. Hartford, CT

430 ~ Tampa Carolwood, FL

613 ~ Douglasville, GA

341 ~ Kokomo, IN

564 ~ Memphis, MS

525 ~ E. Hanover, NJ

542 ~ Union, NJ

516 ~ Hamburg, NY

547 ~ Mayfield Heights, OH

557 ~ Columbus, OH

844 ~ Mississauga, ON

967 ~ Columbia, SC

970 ~ Memphis, TN

035 ~ Lewisville, TX

595 ~ Ft. Worth Hulen, TX

597 ~ Allen, TX

850 ~ West El Paso, TX

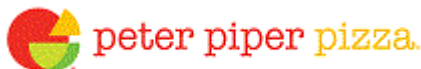
863 ~ N. McAllen, TX

056 ~ Richmond, VA

654 ~ Dulles, VA

972 ~ Roanoke, VA

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager

General Manager

Las Vegas, NV #1256

Mesquite, TX #1273

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions